

**AMERICAN EXPRESS CORPORATE SERVICES**  
**COMMERCIAL CARD PROGRAM ADMINISTRATOR NEWSLETTER**  
**MAY 2004**

May 4, 2004

A 2003 survey conducted by CFO Research Services reveals that even though the economic forecast is clearing, cost containment continues to be a major priority for CFOs.^ As an American Express client, you recognize the value of centralized expense management, however there may be additional ways your company can identify cost savings, as well as better control and monitor business expenses. To that end, this month we share some great savings opportunities and the benefits of consolidating your telecommunication costs. We also highlight enhanced reporting tools and upcoming workshops, designed with your program management needs in mind.

**News to Pass Along to Your Cardmembers**

To make it easier for you to share important news with your Cardmembers, this month we have included an insert highlighting Cardmember relevant updates, including an article around a new and convenient payment feature in MYCA. We also wanted to raise awareness of the thousands of quick service restaurant locations that accept the American Express Card.

Please take the time to share this news with your Cardmembers.

**Streamline Payment and Tracking of Telecom Expenses with the Corporate Card**

Consolidating payment of business telecommunications expenses to the American Express® Corporate Card can provide your company with a convenient and efficient way to track and pay wireless phone, pager, conference call, long distance or cable/broadband charges. By bringing these expenses into the fold of your Card program, your company can better monitor telecom costs to help identify potential savings opportunities. For more information, contact your telecom provider(s) or your American Express representative.

**SAVINGS OPPORTUNITIES**

**Save an average of 20-25% with Staples®**

As a valued American Express client, your company can access the same rates the American Express Company receives from Staples.\* You can take advantage of significant savings with pricing from Staples like:

- \$1.33 on binders
- \$8.33 on Sticky Note Pads - 12 pack
- \$0.99 on tab dividers per set

To start saving, call Staples at **1-877-682-5350** and pay with the Corporate Card or Corporate Purchasing Card.

You can also log on to:

**[americanexpress.com/savingsatwork40](http://americanexpress.com/savingsatwork40)**\*\* to enroll or to learn more about this offer and how you can save up to 25% on business expenses from some of the nation's other leading suppliers.

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**Online Search Advertising**

Overture is offering new advertisers a \$25 credit on their search engine advertising when you use your American Express Card. Expires 12/31/2004.

**Register Your Business's Web Address**

Secure your business's web address for only \$19.95 when you use your American Express Card at Register.com. Expires 7/10/2004. For information on how to redeem these two offers, go to

**[www.americanexpressofferzone.com](http://www.americanexpressofferzone.com)**.

### **Reporting Tools Adapt to Meet Your Business Needs**

Based on user input, new functionality has been added to American Express @ Work® Enhanced Reporting. Designed to give you added flexibility to address your reporting needs locally and globally, these upgrades will automatically take effect the next time you log in. Enhancements include: the ability to select from more than 190 currencies; ability to filter by Cardmember, CostCenter/Universal ID/Employee ID; global availability of POS Disruptions/CPC Limits Reports; and many more changes.

### **Corporate Express Cash Bank Change – NO ACTION REQUIRED**

Due to the expansion of the American Express domestic bank charters, a number of banking services are slated to move from American Express Centurion Bank (AECB) to American Express FSB (FSB) on July 1, 2004. There will be no interruption in service or changes in current processes.

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### **EVENTS & WORKSHOPS**

#### **Discover New Ways to Make Your Card Program Work for You**

Join us in May to learn time saving tips and best practices, and to review the fundamentals of online program administration tools designed with your daily needs in mind. All workshops will run from **12pm to 1pm EST**. To register visit **[amex-webevents.com](http://amex-webevents.com)**:

- **May 24<sup>th</sup>: Using Manage Your Card Account & Standard Expense Report**

And learn more about **Intranet Solutions**, a new solution designed to help you improve and streamline your processes. The next workshop will be from **12pm to 1pm EST**:

- **May 19<sup>th</sup>: Intro to Intranet Solutions.** To register for this event, visit **<http://placeware.viewcentral.com/reg/aexp/webevents2>**. If you need assistance with the registration, please call Placeware at 1-866-493-2825.

If you have any questions, please contact an American Express representative at **1-888-800-8564**. If your Cardmembers have questions, please refer them to the number on the back of their Card. I look forward to sharing more program information with you next month.

Sincerely,



Anré Williams  
Executive Vice President  
U.S. Commercial Card

^Results were compiled from 459 survey responses submitted by CFOs, controllers, and other senior financial executives from mid-size companies with revenues from \$10 million to \$1 billion.

\* To receive the discounted rates, you must be registered through [www.staplescentral.com/contract/savingsatwork](http://www.staplescentral.com/contract/savingsatwork) or through the toll free Staples Corporate Services Savings at Work<sup>sm</sup> telephone number and charge your purchases to a valid American Express Corporate Card or Corporate Purchasing Card. Current Staples contract customers who are also American Express Corporate Cardmembers are not eligible for the program. The Savings at Work discounted rates are not available to Cardmembers who have negotiated pricing or contracts with any Staples entity, division or business including those operating outside of the United States. The discounted rates, which will appear on the Cardmember's monthly statement, are not valid on desktop or laptop computers, or business and financial services or products or other products not carried on Staples' store shelves or not delivered from a Staples fulfillment center and all taxes or delivery costs. The Savings at Work discounted rates and program are not combinable with any other offer, promotion, or discount made by Staples, American Express or any other entity. All prices are subject to change. Staples reserves the right to amend, alter, or terminate the program in its sole discretion at any time.

\*\* To receive the savings, all purchases made through the Savings at Work program must be charged to a qualifying American Express Corporate Card or Corporate Purchasing Card. To qualify for discounts, a company must be a mid-size client of American Express in good standing. Not all companies are eligible. Participation and offers are subject to change without notice. American Express reserves the right to amend, alter, or terminate the program in its sole discretion at any time without notice. Offers from Partners are subject to the Partners' terms and conditions. The Savings at Work discounts are not combinable with any other offer, promotion, or discount. American Express, the American Express logo and [www.americanexpress.com](http://www.americanexpress.com) are registered trademarks of American Express Corporation. American Express is not liable for goods and services provided by the Partners in this program.

## **CARDMEMBER NEWS – PROGRAM UPDATES**

### **Paying Your Bill Just Got Easier**

If your company participates in electronic bill payment, you can now log-in to Manage Your Card Account (MYCA) and schedule the date of your electronic payment. By selecting and scheduling your payment date – which must be in advance of your statement's Payment Due Date – you can ensure that necessary funds will be available at the time of the transaction. This new MYCA capability – called Schedule Payments – can help ensure prompt payment.

This functionality is only available if you have a current balance. If your balance is past due, you cannot schedule future electronic payments online, though you can execute a promise to pay in MYCA within the following seven days.

It's simple to schedule a payment. Just log-in to MYCA at: [www.americanexpress.com/checkyourbill](http://www.americanexpress.com/checkyourbill), click the "Pay Bill" button, enter your checking account information and select a payment date. American Express will execute the electronic payment on the date selected.

### **Use Your Corporate Card at Top Brand Quick Service Restaurants Nationwide**

Whether traveling on business or ordering meals for office functions, American Express® Corporate Cardmembers can use the Card at thousands of quick service restaurant locations across the country. Locations\* of familiar brands that accept the Card include Pizza Hut®, Wendy's®, Long John Silver's® and Einstein Bros. Bagels/Noah's Bagels.

### **Update to Corporate Car Rental Loss or Damage Coverage (CRLDC) Policy**

Effective immediately, CRLDC Cardmembers can rent cars with a value of more than \$50,000 (e.g. Mercedes, Porsche, Rolls Royce, Cadillac, Jaguar, etc.). Coverage the policy holder will continue to be provided up to a maximum of \$50,000 for loss or damage to a rental automobile.

\* Applies to locations of listed brands that accept the American Express Card. As always, just look for the American Express logo at accepting locations.